ShoreTel

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ShoreTel IP Phone 930D Handset User Guide

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Before You Start

This preface contains the following topics:

- About This Book on page 7
- Related Documents on page 8

About This Book

This book is intended for those who install, administer, or use the ShoreTel IP Phone 930D. This book specifically describes how to install and use the IP930D handset.

Organization

This document is divided into the following chapters:

- Chapter 1, Getting Started on page 9, describes how to install the handset and provides an overview of features and settings.
- Chapter 2, Managing Calls on page 27, describes how to use the handset for call-handling tasks.
- Chapter 3, Using Voicemail on page 43, provides information about the voicemail menu and related features.
- Chapter 4, Troubleshooting on page 51, offers help for identifying and fixing issues.
- Chapter 5, Important Information on page 57, contains guidelines for using the batteries and AC adapter, as well as information to about radiation exposure compliance.

Conventions

The following typographical marking conventions are used in this document.

Marking	Meaning
Bold	Names of interface objects, such as buttons and menus.
Blue	Cross references with hyperlinks. Click the blue text to go to the indicated section. All chapters have a list of section links on the first page. **Note:** Table of Contents entries are also links, but they are not shown in blue.

Related Documents

The following documents are also available:

- *ShoreTel IP Phone 930D Planning and Installation Guide*
- *ShoreTel IP Phone 930D Base Station and Repeater User Guide*

CHAPTER

1

Getting Started

This chapter contains these main topics:

- Getting Started with Your New Phone on page 9
- Overview of the IP930D on page 14

Getting Started with Your New Phone

This section describes how to set up your new ShoreTel IP Phone 930D.

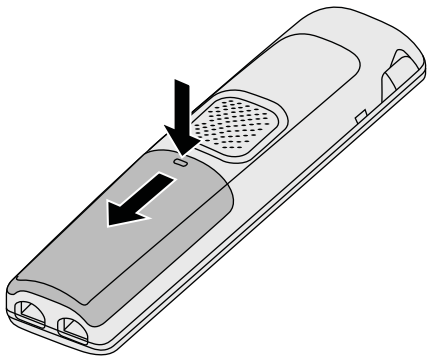
Unpacking the Box

Make sure that all of the following items are included in your handset package:

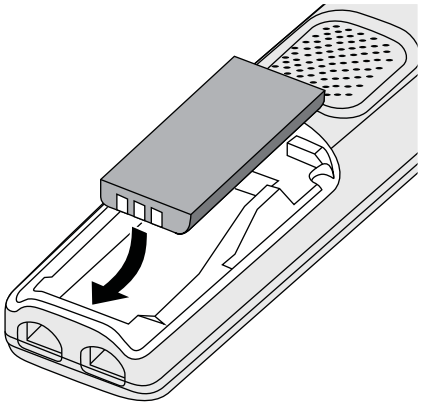
- 1 x IP930D handset with battery cover
- 1 x battery
- 1 x charging stand
- 1 x AC adapter with plug adapters
- 1 x belt clip

Installing and Charging the Battery

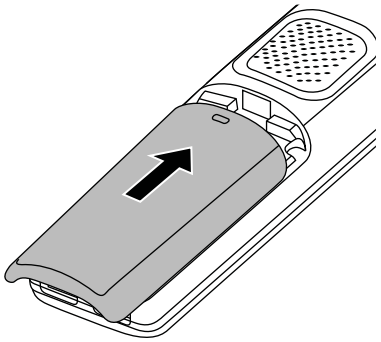
1. Remove the battery cover by pushing down at the horizontal mark on the cover and sliding downward.



2. Align the battery so that the battery contacts face the bottom of the handset and the contacts align. Insert the bottom end of the battery first.



3. Push the downward on the battery until it snaps into place.
4. Replace the cover and slide it upward into place until it locks.



5. Connect the AC adapter to the jack on the charging stand and route the cable through the cable guide so the charging stand sits flat on a horizontal surface.

6. Slide the AC power plug with the correct shape for your AC outlet into the AC adapter until it locks in place. Plug the AC adapter into the AC outlet.

7. Place the handset in the charging stand with the display facing forward.

   The display on the handset light ups and the blue charging LED turns on.

   When using the battery for the first time, it is necessary to leave the handset in the charging stand for at least 10 hours before the handset is ready for use.

   Before you can use the handset, it must be registered with the system. Contact your system administrator if your handset displays “Searching,” “Deregistered,” or “No Service.”

Note

Do not place the handset or charger in direct sunlight. The battery has a built-in heat sensor that will stop charging if the battery temperature is too high.

Attaching the Belt Clip (Optional)

Line up the holes on each side of the handset with the clip opening facing down. Press down on the clip until it locks into place.

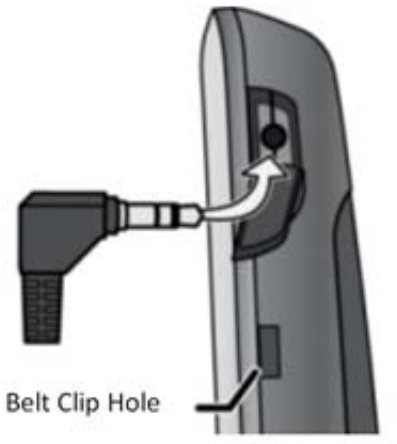
Plugging in a Headset (Optional)

You can plug a wired headset into the 2.5mm jack on the side of the handset, as shown in the illustration below.

The Panasonic KX-TCA60 Hands-Free Headset is recommended for use with the IP930D handset (headset not included).

Note

If you plan to use a headset to handle most of your calls, you might want to set your default audio path to be for a headset. See Changing Automatic Off Hook Preference on page 36.



Logging In (If needed)

If you are using your phone for the first time and no extension has been assigned, the phone's display shows "Available." In this state, you can place calls but you cannot receive them. You need to log in, change your password, record your name, and assign your extension to this phone.

Follow these steps:

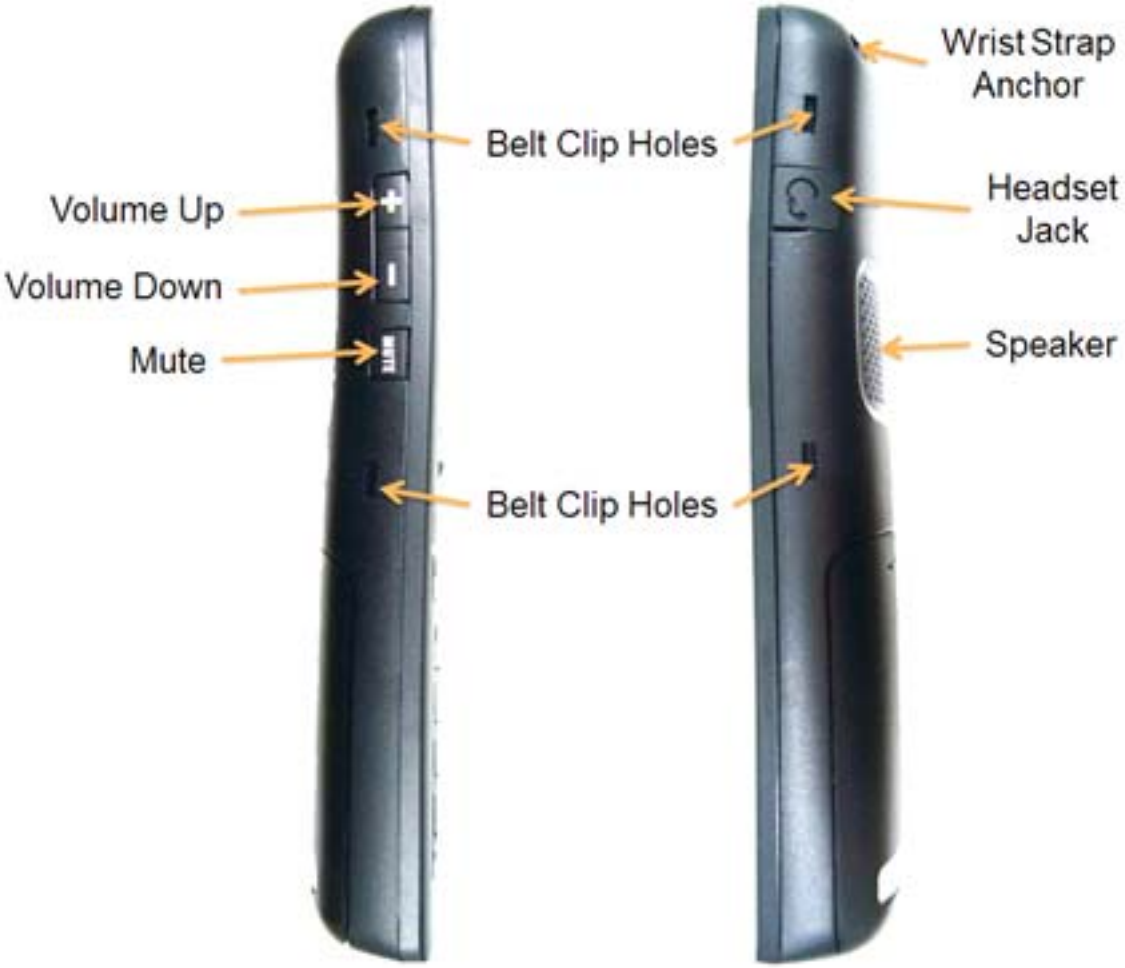
1. Press the # button, then the **Speakerphone** button.
2. Enter the extension number assigned to you by your system administrator.
3. If your system administrator assigned you a password, enter it now (otherwise, enter a default password of 1234). Press the # button.
4. Enter a new password followed by the # button. (Your system administrator can provide guidelines about password length.) Repeat to confirm password.
5. Press the # button to record your name (if you have not previously saved a recording of your name in the system).
6. Press one of the following options:
   - # button- Accept
   - 1 button- Review
   - 2 button- Re-record
   - 3 button- Delete
   - * button- Cancel
7. To assign your extension to this phone, do the following:
   a. Press the **7** button for mail box options.
   b. Press the **3** button to re-assign the extension.
   c. Press the **1** button to assign your extension to this phone.
   d. End the call by pushing the **End/Power** button.

   You are now logged in and should see your name and extension on the display. Your phone can receive calls, and you can check for new messages.

Overview of the IP930D

The illustration below provides an overview of your phone's components.

Handset Side Views

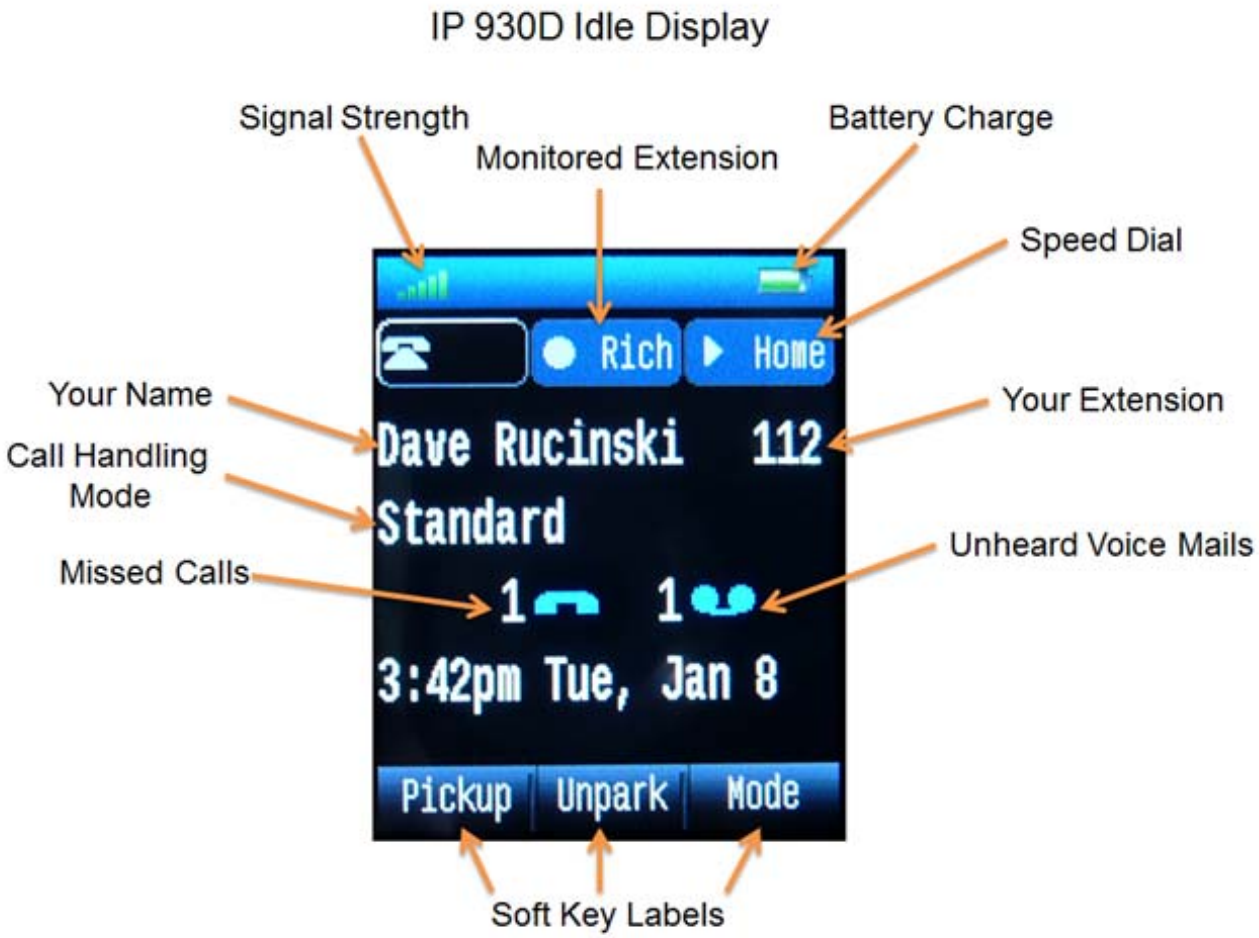


Your Phone's Display

The display screen on your phone shows your name and extension, call handling mode, call appearance, monitored extensions, calls, duration of call, voice messages, date and time, soft key functions, and other information. Some features need to be setup by your administrator before they will appear on your phone.

Note

The illustration below shows a handset with optional features configured, such as a monitored extension and speed dials. Your IP930D might not be configured to offer these specific features.



Powering on the Handset

To power on the handset, press the **End/Power** button. To turn off the handset, press and hold the **End/Power** button until the display turns off.

Additionally, the handset powers on when it is placed into the charging stand.

Turning on the Backlight after Inactivity

The display's backlight turns off after about 40 seconds of inactivity (this duration can be changed by your administrator). When the backlight is off, you can push any button to illuminate the display; the first button push turns on the backlight.

Using Soft Keys

Three soft keys at the bottom of the display provide context-sensitive access to features and functions. Soft keys change depending on the state of your phone. For example, if your phone is idle, the soft keys let you modify settings, such as your call handling mode. If the phone has an active call, you can use the soft keys to do such things as hang up or park the call.

If more than three soft keys are available, the right-most soft key will change to >>> to indicate that not all soft keys are visible. Push the soft key **>>>** to cycle through all available soft key choices.

To select a soft key, press the button beneath the soft key label.

Using the 4-way Controller

The 4-way controller can be used to scroll through lists (such as the Directory and call logs) and to select an on-screen button appearance or call appearance (located near the top of the LCD). To use the controller, first select/highlight an item, then push the center button of the 4-way controller to open the item.

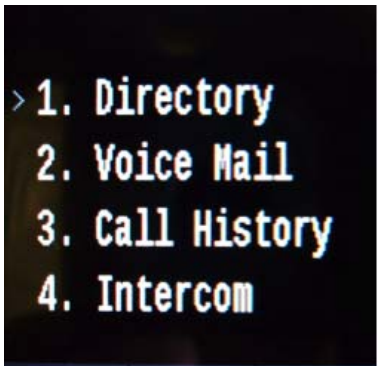
Note

Call appearances are highlighted when they have a black background; non-highlighted appearances are blue.

Example - Check the Call History

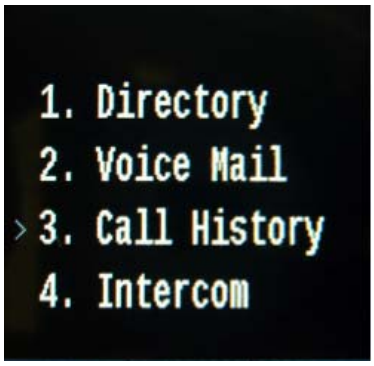
Follow this example to learn more about how to open menu items on your IP930D.

1. Push the **Menu** button. The Menu screen appears, as shown below.



In this example, the Directory is currently selected, as indicated by the > symbol.

2. Push the down direction of the 4-way controller to scroll to Call History. (Alternately, you can open Call History at this point by pressing **3** on the handset keypad.)



3. With Call History selected, push the center button of the 4-way controller or press the **OK** soft key.

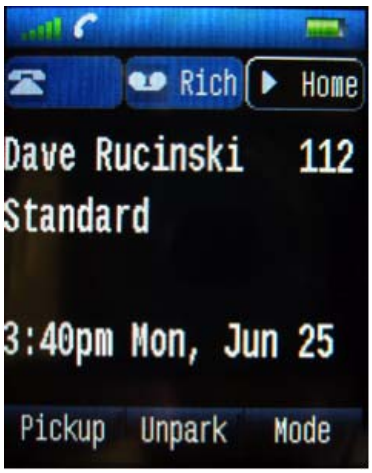
   Call History opens.

Example - Speed Dial a Call from a Button Appearance

Follow this example to learn more about using a button appearance on your IP930D.

1. Start from an idle phone. In the illustration below, the left-most call appearance is highlighted.

2. Push the right direction of the 4-way controller twice to highlight the Speed Dial button appearance labeled “Home.”



3. Push the center button of the 4-way controller to dial the Speed Dial number.

Setting the Language Preference for the Handset

You can change the language used by menus on the handset by following this procedure:

1. Press and hold the **Menu** button for 3 seconds until the Settings menu appears.
2. With Language selected, press the center button on the 4-way controller.

   A list of available languages is shown.
3. Use the 4-way controller to highlight the language you wish to select and push the **Select** soft key (or the center button of the 4-way controller).
4. Push the **End/Power** button to exit.

Setting the Keypad to Automatically Lock when Idle

You can set the phone to lock the keypad automatically after a specified time period of inactivity. This feature is useful to prevent accidental calling or feature activation on the handset.

1. Press and hold the **Menu** button for 3 seconds until the Settings menu appears.
2. Use the 4-way controller to highlight the **Security** menu item and press the center button on the 4-way controller.

   The current status of the Automatic keylock feature is displayed.
3. Turn the feature off or select a time period after which the keys will lock by highlighting the desired setting and pushing the **Select** soft key (or the center button of the 4-way controller).

   To unlock the handset, press and hold the center button of the 4-way controller for two seconds.

Setting Keypad Sounds

You can set your handset to play a beep or a clicking sound whenever a key is pushed. To change the behavior, follow these steps:

1. Press and hold the **Menu** button for 3 seconds until the Settings menu appears.
2. Use the 4-way controller to highlight the **Audio** settings menu item and push the center button on the 4-way controller.
3. Highlight the **Key sound** option and push the **Select** soft key (or the center button of the 4-way controller).
4. Highlight the setting you prefer (Silent, Click, or Tone) and push the center button of the 4-way controller.

Choosing a Vibration Setting

You can set the handset to vibrate (with or without ringing) when you get a new call. Follow these steps to change the handset alerting behavior.

1. Press and hold the **Menu** button for 3 seconds until the Settings menu appears.
2. Use the 4-way controller to highlight the **Audio** settings menu item and push the center button on the 4-way controller.
3. Highlight the **Vibrator** menu item and push the **Select** soft key (or the center button of the 4-way controller).
4. Highlight the setting you prefer (Off, Vibrate then ring, Vibrate only, or Vibrate and ring) and push the center button of the 4-way controller.

Setting up an Audible Alert for Low Signal Strength

On the left side of the blue status bar at the top of the display is a received signal strength indicator that shows as many as five bars of signal. In addition, you can enable an audible coverage alert (four quick beeps) to warn you when you are near the edge of the signal coverage area for the handset. To enable or disable this feature:

1. Press and hold the **Menu** button for 3 seconds until the Settings menu appears.
2. Use the 4-way controller to highlight the **Audio** settings menu item and push the center button on the 4-way controller.
3. Highlight the **Coverage warning** menu item and push the **Off** or **On** soft key to turn the warning on or off.

   If you move completely out of the coverage area, the handset will display “Searching” and the LED indicator at the top-left of the handset will flash with an amber color.

Setting up a Charging Alert

If you would like to be alerted by a beep when your handset is correctly connected to the charging stand (and charging), follow these steps:

1. Press and hold the **Menu** button for 3 seconds until the Settings menu appears.
2. Use the 4-way controller to highlight the **Audio** Settings menu item and push the center button on the 4-way controller.
3. Highlight the **Charger warning** menu item and push the **On** or **Off** soft key to turn the alert on or off.

Disabling Ringing while Charging

If you would like your phone not to ring whenever it is in the charger, follow these steps:

1. Press and hold the **Menu** button for 3 seconds until the Settings menu appears.
2. Use the 4-way controller to highlight the **Silent charging** menu item and push the center button on the 4-way controller.
3. Highlight the **Silent** option and push the **Select** soft key (or the center button of the 4-way controller).

   If you would like to turn ringer alerts back on for new calls when the handset is in the charger, repeat the above steps and choose **off** in Step 3.

Checking the Battery Level

On the right side of the blue status bar at the top of the display is a battery charge level indicator. The indicator shows a full-to-empty battery in 10 increments. When the handset is charging, animation shows the battery level increasing.

Guide to Call Status Icons

Your IP930D handset offers icons to indicate the call state. The table below lists the static and blinking icons, as well as the associated operational state.

Icon	Blink Icon	State
		Idle
		Idle and DND
		Idle and Message Waiting
		Idle, Message Waiting and DND
		Off Hook
		Active Call
		Active Conference Call
		Remote Hold
		Offering Call
		Held or Parked Call or Conference Call
		Whisper Page Call
		Active Call Whisper
Extension Monitor States		
		Idle
		Idle and DND
		Idle and Message Waiting
		Idle, Message Waiting and DND
		Offering Call
		Active Call Picked Up
		Held or Parked Call or Conference Call
		Monitored Extension on Active Call
		Monitored Extension on Conference Call
		Monitored Extension on Active Call + Offering Call
		Picked up Monitored Extension Call + Monitor Ext on Active Call
		Picked up Monitored Extension Call and Held + Monitor Extension on Active Call
		Picked up Monitored Extension Call + Monitor Extension held Active Call

Icon	Blink Icon	State
Bridged Call Appearance States		
		Idle
		Offering Call
		Active Call Picked Up
		Line In-Use
		Held or Parked Call or Conference Call
Feature Key with Extension Target States		
		Idle or Offering Call
		Connected or Held Call
		DND
		(Dial/Transfer Mailbox Only) MWI
		(Pickup, Pick/Unpark,Pickup NightBell Only) Offering
		(Unpark, Pick/Unpark Only) Held/Parked
Toggle Functions (Record, Whisper Mute)		
		Function Off
		Function Available
		Record Available
		Whisper Mute Active

Additional Status Icons

These status icons appear in the blue bar at the top of the display.

Icon	Meaning
Battery Status	
	The battery is fully charged.
or	The battery is more than half charged.
or	The battery is about half charged.
or	The battery is getting low.
or	The battery is very low. Change the battery or put the handset in the charger
Rotating icons	The battery is charging.
Signal Status	
	The signal from the base is very weak.
	The signal from the base is weak.
	The signal from the base is good.
	The signal from the base is strong.
	The signal from the base is excellent.

Handset is active

Speakerphone is active

Wired Headset is active

Transmitted audio is muted

LED Indicator States

On the top left-hand side of the handset is an LED indicator for indicating various handset alerts.

LED Indicator	Meaning
Double red flash	Incoming call
Red flash	Message waiting
Green flash	Low battery
Amber flash	Out of range (low signal)

Note

At times, there may be overlapping LED indicators, such as if you receive an incoming call when the battery is low.

CHAPTER

2

Managing Calls

This chapter describes how to manage calls with your ShoreTel IP930D and contains these main topics:

- Basic Call Management on page 27
- Options to Configure Your Handset on page 35
- Using the Directory to Find Numbers and Place Calls on page 37
- Managing Calls with Advanced or Optional Features on page 38

Basic Call Management

Basic call management includes placing and transferring calls, putting calls on hold, conference and intercom calling, setting audio controls, and using voicemail and directory features.

Placing Calls

You can place a call using a handset, headset, or speakerphone.

Using the Handset

- To place an internal call, press the **Talk** button and dial the extension.
- To place an external call, dial the trunk access code, then the phone number.
- To end a call, press the **End/Power** button.

Using the Speakerphone

To place an internal call, press the **Speakerphone** button and dial the extension.

To place an external call, dial the trunk access code, then the phone number.

To end a call, press **End/Power** button.

Using a Headset

These actions work with a headset if you have one plugged in to your phone. See Plugging in a Headset (Optional) on page 12.

- To place an internal call, press the **Talk** button and dial the extension.
- To place an external call, dial the trunk access code, then the phone number.
- To end a call, press **End/Power**.

Display Overview with an Outbound Call

The figure below shows the information that appears on your IP930D handset when an outbound call is active.

Note

Soft keys are context sensitive. For example, the soft keys that appear when the phone has an outbound call are different from the soft keys that appear when the phone is idle.

Answering Calls

Ring tones, the blinking Incoming Call Icon, and the flashing red LED light in the top left-most corner of your handset all identify an incoming call on your handset. A double ring signals an internal call, while a single ring signals an external call.

Display Overview with an Incoming Call

If the information is available, the caller's name, number, and the incoming call icon appear on your display, as shown in the figure below. (The caller's name may be abbreviated to fit on one line.)

To answer an incoming call, use the handset, speakerphone, or headset (if available). See the topics below for more information

Answer using the Handset

- To answer a call, push the **Talk** button when the phone rings. The handset icon appears in the blue status bar at the top of the display.
- To end the call, press the **End/Power** button.

Answer using the Speakerphone

To answer a call, press the **Speakerphone** button. The speakerphone icon appears in the blue status bar at the top of the display and the Speakerphone button illuminates and turns red.

To end the call, press the **End/Power** button.

Answer using the Headset

These actions work with a headset if you have one plugged in to your phone. See Plugging in a Headset (Optional) on page 12.

- To answer a call, push **Talk** button when the phone rings. The headset icon appears in the blue status bar at the top of the display.
- To end the call, press the **End/Power** button.

Sending a Call to Voicemail

When an incoming call arrives, a To VM soft key becomes available, as shown in the figure below. Press the **To VM** soft key to send the caller directly to your voice mailbox (assuming you have voicemail privileges).

Diverting a Call

You can send an incoming call to another extension or to an outside number without answering the call.

1. While the call is ringing, press the **Transfer** button.
2. Enter the number where you want the call sent, or press the extension's button appearance, if you have one programmed (a speed dial or monitored extension, located near the top of the screen).
3. Press the **Transf** soft key to complete the transfer to an extension.

Answering Additional Calls

If you receive an incoming call while you are on another call, you will hear a beep.

To answer the incoming call and put the existing call on hold automatically, do one of these:

- Use the 4-way controller to select the blinking call appearance button for the incoming call.
- Press the **Hold** button. To return to the previous call, press the call appearance key or press the **Hold** button again. Continuing to press the **Hold** button allows you to toggle between the calls.

Note

With the appropriate permissions, you can receive up to 16 incoming calls at once. (Your system administrator determines the maximum number.)

Transferring a Call

To transfer a call from your extension to another number:

1. Press the **Transfer** button. The call is put on hold.
2. Upon hearing dial tone, dial the number (or use the Directory to find the party), then do one of the following:
   - Complete a blind transfer (when you do not want to first talk to the party receiving the transfer) by hanging up or by pressing the **Transf** soft key.
   - Initiate a consult transfer (when you do want to speak to the recipient before transferring) by pressing the **ConsIt** soft key or waiting for the recipient to answer. After consultation, press the **Yes** soft key to complete the transfer, or press the **Cancel** soft key to abandon the transfer and return to the original call.
   - Consult by intercom by pressing the **More** soft key, and then pressing the **Intcom** soft key.
   - Send the call to the recipient's voice mailbox by pressing the **More** soft key, and then pressing **To MB.**

Making a Conference Call

To conference a party into a connected call:

1. With a connected call on the line, press the **Conference** button. The call is put on hold.
2. Dial the extension of the party you would like to conference.
3. Do one of the following:
   - Press the **Confrn** soft key to add the party to the conference call.
   - Press the **Conslt** soft key to speak with the recipient before bringing him or her into the conference call. After consultation, press the **Yes** soft key to complete the conference call, or press the **Cancel** soft key to return to the original two-party call.
4. Repeat to add additional parties.

Note

With the appropriate permissions (set by your system administrator), you can conference up to six parties into a single call.

Display or Drop Conference Participants

After a conference is established, you can use the **Show** soft key to display all conference participants.

If you wish to disconnect a participant, scroll to the entry and press the **Drop** soft key.

Using the Intercom

The Intercom function allows you to connect with another party without ringing the party through a call line. Both you and the recipient must be using a ShoreTel IP phone and have permission to use this feature (set by your system administrator).

To intercom another party:

1. Press **Menu** button and then press the **4** button to choose Intercom from the menu.
2. Dial the party's extension, or press the button appearance associated with the extension.
3. Press the **Intcom** soft key.
4. To end the call, press the **HangUp** soft key.

   Alternately, you can dial the recipient's number, then press the **Intcom** soft key to intercom another party.

   To use the Directory to make an Intercom call, press the **Intcom** soft key from the Directory screen.

Note

An intercom call overrides all other call handling modes on the dialed extension. This allows you to intercom a user whose phone is forwarded to voicemail.

Placing a Call On or Off Hold

To place a call on hold, press the **Hold** button, or highlight the call appearance and press the center button on the 4-way controller.

To take the call off hold, highlight the held call appearance and press the center button on the 4-way controller, or press the **Hold** button again.

If you are not on another call while a call is on hold, you will hear a reminder ring in 15 seconds and at one-minute intervals after that. If you have received several calls, you will receive a reminder ring for the call that has been on hold the longest.

If you have multiple calls on hold, you can navigate to the call that you want to retrieve from hold by using the 4-way controller to highlight that call's appearance, and then push the 4-way controller's center button to answer that call. At this time, you can press the **Hold** button again to make the next call in the stack active.

Note

An active call shows this icon , while calls that have been placed on hold show this icon .

Redialing Calls

You can use the Redial function to dial not only the last number you called, but the last several calls you made and received, including those you missed (denoted by the icon). The date and time information appears directly above the soft keys for the selected call.

To redial a call, do one of these:

- Press the **Redial** button. Press it again to dial the last number you called.
- Use the 4-way controller to highlight the number you want to call, then press the **Dial** soft key or press the 4-way controller's center button. (You can also press the **Intcom** soft key to intercom the recipient.)

Using Audio Controls

Audio controls include ring tone, handset, headset, and speakerphone volume, as well as mute.

Adjusting Ring Tone Volume

To adjust the ring volume, while the handset is on hook and the speakerphone is off, press **+** or **-** on the volume button on the left side of the handset.

By pressing - repeatedly, you can turn the ringer volume off.

Adjusting Handset Volume

To adjust the handset volume, while the handset is off hook, press **+** or **-** on the volume button.

Adjusting Headset Volume

To adjust the headset volume, while the headset is plugged in and off hook, press **+** or **-** on the volume button.

Adjusting Speakerphone Volume

To adjust the speakerphone volume, while the speakerphone is active, press **+** or **-** on the volume button.

Muting an Active Call

To mute the active call, press the **Mute** button on the left side of the handset. This icon will appear in the blue status bar at the top of the display .

To un-mute the call, press the **Mute** button again.

Options to Configure Your Handset

This section contains information about configurable options for your handset. You might need to use ShoreTel Communicator or get help from your system administrator to use these features.

Changing Call-Handling Mode and Forwarding

Use ShoreTel Communicator to configure the modes and to set call forwarding destinations and personal greetings.

Changing Automatic Off Hook Preference

ShoreTel users who frequently use a headset may want to use the Automatic Off Hook Preference feature to select which audio path (speakerphone or headset) is automatically activated when placing or receiving calls. Use ShoreTel Communicator to set the Off Hook Preference.

Changing Ring Tone

You can choose from four distinctive ring tones to help you distinguish your phone from neighboring phones. Contact your System Administrator to have your ring tone changed.

Programming Your Custom Buttons

You can program the custom buttons as shortcuts to operations that would normally require pressing two or three buttons to accomplish the same task. Contact your System Administrator to customize the buttons on your handset.

Changing the Agent State

If you are a member of a workgroup and you need to log in to the workgroup at the start of your day, or log out to take a break, you can change your agent state via ShoreTel Communicator or from voicemail menus.

Using the Directory to Find Numbers and Place Calls

You can use the Directory to find phone numbers on your network by pressing the **Menu** button, then **1**.

The Directory screen appears.

Push **>>>** to see the other soft keys. Push it again to cycle through all available soft keys.

Using the Directory, you can:

- Enter the first few letters of the extension owner's first or last name to narrow the number of entries that Directory displays.
- Press # for a space in a person's name and press * for a wildcard character. If you press an incorrect key, press the **Back** soft key to delete the character.
- Press up or down on the 4-way controller to highlight the desired name. Press the center button on the 4-way controller or the **Dial** soft key to dial the number.

Note

- The Directory lists any keypad speed dials you have configured in ShoreTel Communicator. To dial a number from this screen, press and hold the corresponding number on the keypad, or use the Scroll button to highlight an entry, and then press the **Dial** soft key.
- You can access the Directory when using other features, such as Intercom, Transfer, Park, Unpark, and Conference. Refer to those sections in this guide for more information.

Managing Calls with Advanced or Optional Features

In addition to performing the regular operations of placing and answering calls, your phone supports several other advanced or optional functions. If you use any of these features on a regular basis, you may benefit by having your system administrator assign the desired function to the programmable custom buttons on your phone.

Note

The features in this section are not available by default; your system administrator must enable or provision them for you.

Programmable Custom Buttons

Programmable buttons can be assigned to the features in the sections that follow.

Bridged Call Appearances

The Bridged Call Appearances feature provides “bridged” information between many separate IP phones, offering the benefit of faster call handling between users. The feature is intended for key system environments (a small office or branch office), such as an auto dealership or small bank with 4 trunks and 8 IP phones.

On your IP930D handset, the call status icon is used with Bridged Call Appearances for incoming calls.

If someone answers the call, the handset status icon changes to this .

You can place an outbound call using a bridged call appearance so others users can view the call activity. To place an outbound call, press the programmed bridged call appearance button, dial the trunk access code and then dial the number. When an outbound call is placed, the status icon on the IP930D shows . If the call is placed on hold, the status icon shows .

For more information about Bridged Call Appearances, see your system administrator.

Silent Monitor / Barge In

With the appropriate permissions (set by your system administrator for both your phone and the target phone), you can listen to a call without being heard, or join a call as a fully conferenced participant (“barge in”).

- To silently monitor a call, dial *17, then the extension on which the call is active.
- To barge in on a call, dial *16, then the extension on which the call is active.

Note

If you use the Silent Monitor and Barge In features often, consider asking your system administrator to configure a button for these features for easy access.

Extension Monitoring

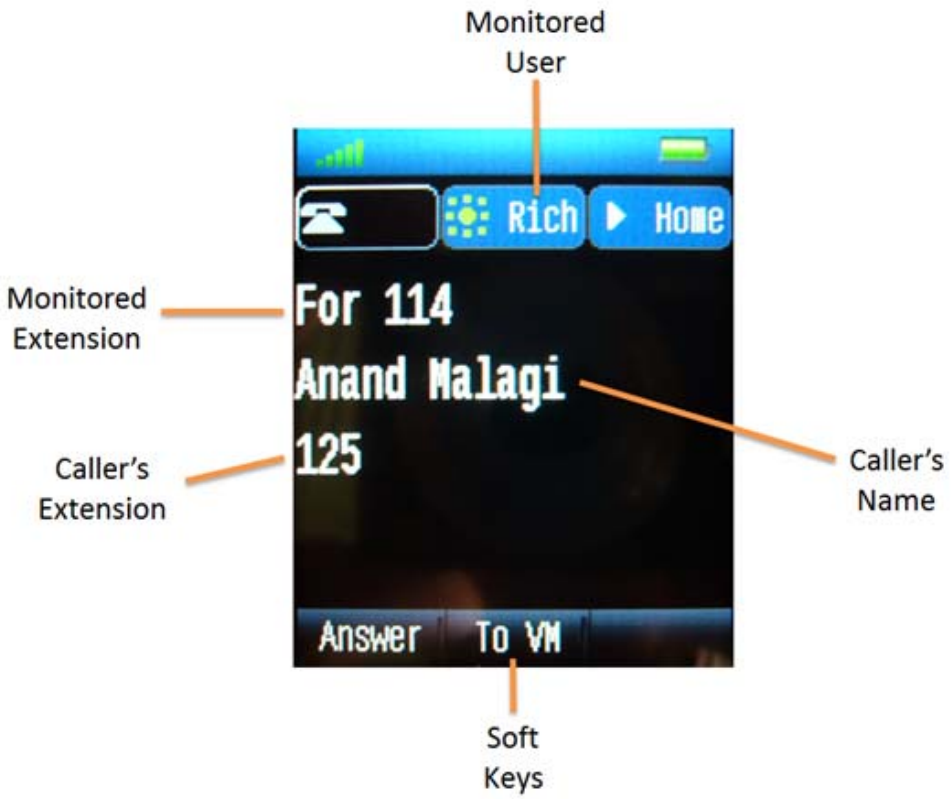
A monitored extension is a custom key (set by your system administrator) that helps you manage incoming calls for that extension. It also serves as a shortcut when performing any of the following functions: dialing that extension, or using transfer, conference, call parking, call pickup and intercom with that extension. Additionally, you can see when the monitored extension has unheard messages.

The phone displays icons in the monitored extension's label area to help you determine the operational status of the monitored extension.

Answering a Monitored Extension's Call

In addition to the visual cues the monitored extension's icons provide, you will also hear a different ring when a call comes in, and if you are on a call, you will hear a higher pitched call waiting tone.

An incoming call for a monitored extension appears on your phone as shown below.



You can pick up the call while it is ringing by first highlighting and then selecting the monitored extension using the 4-way controller (or by pressing the **Answer** soft key). You can send the call to the monitored extension's voicemail by pressing **To VM**. You can also answer a call after the owner of the monitored extension has put it on hold by pressing the **Pickup** soft key.

When you put a call on hold that has come in to the monitored extension, the call is parked on the owner's phone, so that either of you may pick up the call again.

The system administrator can configure your monitored extensions to deliver Caller ID for inbound calls, display Caller ID for active calls, and turn on, turn off, or delay the ringing for inbound calls.

Whisper Page

With the appropriate permissions (set by your system administrator for both your phone and the target phone), the Whisper Page feature lets you break into an active call in order to speak with an internal user. This occurs without the remote caller hearing the interruption and without you hearing the remote caller.

To issue a Whisper Page to another user who is on a call, dial *19, then the extension of that user.

Note

The recipient must be using an supported ShoreTel IP Phone model. Ask your system administrator for a list of supported models. If a Whisper Page call is sent to an unsupported phone, such as a SoftPhone or an analog phone, the call will be treated as an intercom call.

Picking Up the Night Bell

A night bell, when activated by your system administrator, allows calls to route to an extension that will ring on an overhead speaker. This feature can be convenient for off-hours when a caller needs to speak with anyone at a site.

If you have access to the night bell function (set by your system administrator), dial *14 to answer the call at your site.

If you hear an error tone when you try to pick up the night bell, the feature may not be configured at your site or you may not have the necessary permissions. Contact your system administrator.

Toggling the Hunt Group Status

With the appropriate permissions, you can toggle the hunt group status from busy to not busy (or vice versa) by dialing *18, then the extension of the hunt group. This feature is especially useful when hunt group members are in a meeting or leave work early. If you are a member of more than one hunt group, you must enter the extension associated with the desired hunt group after dialing the access code above.

Overhead Paging

If you have permission (set by your system administrator) to access the overhead paging system, dial the number given to you by your system administrator and wait for the confirmation tone, and then begin speaking. Hang up when you are finished.

If you hear a re-order tone or intercept tone when you try to page, paging may not be configured at your site or you may not have the necessary permissions. Contact your system administrator.

Using Group Paging

Similar to the paging feature, you can also send an audible message to a select group of users that have been configured for group paging. By dialing the paging group extension associated with those users, you can record a message that will be broadcast over the individual speakers of those users' ShoreTel IP phones.

To use this feature, dial the Group Paging Extension given to you by your system administrator and wait for the confirmation tone. After you hear the tone, begin speaking. Hang up when you have finished recording. Your recording will be broadcast to other members of the Paging Group.

Parking and Unparking Calls

With the appropriate permissions (set by your system administrator), you can park a connected call on another extension by doing the following:

1. Press the **Park** soft key.
2. Dial the extension, press its button appearance, or use the Directory to find the party.
3. Press the **Park** soft key again.
4. To unpark the call, press **Unpark**, repeat step 2, and press **Unpark** again.

ShoreTel Communicator Software

You can accomplish many call management tasks from a computer with ShoreTel Communicator software. ShoreTel Communicator provides a visual interface for managing and controlling communications. The software works in concert with your IP930D to let you perform tasks such as dialing by name or number, changing the call handling mode, and interacting with voice messaging.

ShoreTel Communicator software comes in five flavors:

- Personal Communicator
- Professional Communicator
- Workgroup Agent Communicator
- Workgroup Supervisor Communicator
- Operator Communicator

For more information about ShoreTel Communicator and the features available to you, see your system administrator.

Web Access

ShoreTel Communicator for Web Access is a browser-based interface by which users can manage personal options and settings securely and easily from any web browser, anywhere in the world.

For more information about web access and what features are available to you, see your system administrator.

CHAPTER

3

Using Voicemail

This chapter describes how to use the voicemail system with your ShoreTel IP930D and contains these main topics:

- Understanding Voicemail Indicators on page 43
- Logging In on page 44
- Using Your Voicemail Menu on page 44
- Leaving a Message on page 49

Understanding Voicemail Indicators

A steadily flashing light on your phone's left-most upper corner and stutter dial tone signifies that you have unheard messages. The number of unheard messages appears on the idle screen of your phone's display by the icon.

Logging In

You can log into voicemail from your phone, from another extension, or from an external phone.

Logging In from Your ShoreTel Phone

To log in to the main voicemail menu on your phone, press the **Voicemail** button and go off hook on the handset or speaker. Alternately, you can press the **Menu** button, then press **2** on the keypad to select the Voice Mail menu item.

At the login prompt, enter your password, then press the **Voicemail** button again. (Your default password is 1234.)

Logging In from Another Extension

To log in to the main voicemail menu from another extension, press the **Voicemail** button, followed by #, then your extension, followed by your password, and then #.

To log in to the main voicemail menu from an analog phone, press # twice, then your extension, followed by your password, and then #.

Logging In from an External Phone

To log in to the main voicemail menu from an external phone, dial the voicemail access number provided by your system administrator, press #, then your extension, then your password, followed by #.

Using Your Voicemail Menu

You can use the voicemail menu to listen to and interact with messages, send messages from voicemail, access mailbox options, and more.

Listening to and Interacting with New Messages

From the Main Menu, you can listen to and replay new messages by pressing **1**.To interact with new messages, do one of the following:

- To replay the message, press **1**.
- To save the message, press **2**.
- To delete the message, press **3**.

- To forward the message, press **4**. When prompted, record a prefacing remark. Then choose an action from the sub-menu:
  - To send, press #.
  - To review, press **1**.
  - To re-record, press **2**.
  - To cancel recording, press *.

    After addressing the message, press **1** to mark it urgent, or hang up to send the message.
- To reply to the message, press **5**. Then choose an action from the sub-menu:
  - To reply with a voice message, press **1**.
  - To reply with a call back, press **2**.
  - To return to the previous menu, press *.
- To hear envelope information about the message (date and time sent), press **6**.
- To “rewind” several seconds in the message, press **7**.
- To pause the message, press **8**.
- To “fast forward” several seconds in the message, press **9**.
- To transfer to an assistant, press **0** twice.
- To continue to next message, press #.
- To continue message review, press *.

Sending Messages from Voice Mail

From the Main Menu, you can send messages by pressing **2**. The following options are available while recording your message:

- To cancel, press *.
- To stop recording, press #.
- To review, press **1**.
- To re-record, press **2**.

After you are satisfied with your recording, you will be prompted to enter the recipient's extension. At this time, you have the option to do the following:

- To choose additional addressing options, press **0**. Then choose from the sub-menu:
  - To look up recipient by name in a directory, press **1**.
  - To specify a personal distribution list, press **2**.
  - To broadcast to all extensions, press **3**.
  - To cancel addressing options, press ***.

After the message is addressed, if desired, you can choose one these:

- To mark / unmark urgent, press **1**.
- To request return receipt, press **2**.

Listening to Saved Messages

From the Main Menu, you can listen to saved messages by pressing **3**. To interact with saved messages, press any one of the options under Listening to and Interacting with New Messages on page 44 (except for option 2).

Accessing Mailbox Options

Press **7** to access various options for your personal mailbox, then choose one of the following:

- To record a personal greeting, press **1**.

Note

When you record a personal greeting, it is linked to the current active call handling mode.

Record your personal greeting at the tone and press #, then select from the following options:

- To accept your recording, press #.
- To review, press **1**.
- To re-record, press **2**.
- To delete, press **3**.
- To cancel, press ***.

- To choose a call handling mode, press **2**, then choose one of the following:
  - Standard, press **1**.
  - In a Meeting, press **2**.
  - Out of the Office, press **3**.
  - Extended Absence, press **4**.
  - Custom, press **5**.
  - Cancel, press ***.
- Reassign extension

  If you have the proper permission, you can assign your extension to any phone. The following options are available:
  - To assign the extension, press **1**.
  - To unassign the extension (the phone reverts to the extension originally assigned to it), press **2**.
  - To assign your extension to your last external number, press **3**.
- Set your password

  Enter your new password, followed by # and repeat to confirm.

  Press * to cancel.
- Disable or enable envelope information

  To disable or enable envelope information, press **5**. Use this option to turn on/off the envelope information which contains the date/time of the message, caller ID and/or the recorded name of the person who left the voice mail message.
- To record your name, press **6**. Press # when you are finished recording your name, then choose from the following options:
  - To accept your recording, press #.
  - To review, press **1**.
  - To re-record, press **2**.
  - To delete and use default system recording, press **3**.
  - To cancel, press *.
- To listen to your deleted messages, press **7**. Voicemail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages. Press **2** to restore the deleted message to a saved message.

- To remove deleted messages, press **8**, then press **1** to confirm or # to cancel.
- To access additional options, press **9**, then choose one of the following:
  - To enable or disable Outlook-automated call handling, press **1**.
  - To change e-mail delivery options, press **2**, then choose one of the following:
    - To disable e-mail delivery, press **1**.
    - To enable e-mail delivery, press **2**.
    - To enable e-mail delivery with voice message attached, press **3**.
    - To mark voice messages heard after e-mail delivery, press **8**.
  - To change agent state, press **3**, then choose one of the following:
    - To log in and assign extension, press **1**.
    - To log out, press **2**.
    - To log in without assigning extension, press **3**.
  - To change the Find Me forwarding state, press **5**, then choose **1** for enable or **2** for disable.

    By enabling Find Me, callers who are routed to your voice mail box can be instructed to press **1** and the voicemail system will call you at one of two possible numbers where you can be located. To set the Find Me destinations, ask your system administrator or use Web Access.
  - To return to the previous menu, press ***.
- To cancel current operation, press ***.

Logging Off

To log off, press **8**.

Returning to the Auto-Attendant

To return to the auto-attendant, press **9**.

Transferring to Assistant

To Transfer to the Assistant, press **0**.

Listening to Mailbox Status

To listen to mailbox status, press #. Select this option to hear the number of unheard messages.

Leaving a Message

When your call is sent to voice mail, leave a message when prompted, or use one of the following options while listening to the mailbox greeting:

- To bypass greeting and leave a message press #, then hang up to send it.
- To transfer to assistant, press **0**.
- To forward to recipient's Find Me destination (if enabled), press **1.**
- To transfer to auto-attendant, press **9**.

After recording your message, select from one of the following options:

- To access Message Options, press #, then choose one of the following:
  - To send message, press #.
  - To cancel, press ***.
  - To review, press **1**.
  - To re-record, press **2**.
  - To mark / unmark urgent, press **3**.
  - To transfer to auto-attendant, press **9**.
  - To transfer to assistant, press **0**.
- To re-record, press ***.
- To send message, transfer main menu, press **0**.
- To send message, forward to recipient's Find Me destination (if enabled), press **1**.
- To send message, transfer to auto-attendant, press **9**.

Note

Hanging up sends the message.

CHAPTER

4

Troubleshooting

This chapter contains these main topics:

- Problems and Solutions on page 51
- Viewing Phone Information on page 52
- Quick Reference of IP930D Shortcuts on page 55

Problems and Solutions

Problem: Handset does not turn on.

Solutions:

- The battery may be dead. Place the handset in the charger and the handset should turn on and begin charging. If that does not work, try replacing the battery with a new one or one from another handset to check if the battery can no longer hold a charge.
- If the handset does not light when you place it in the charging stand during initial installation, check whether the outlet you are using is controlled by a switch that is off. Also check that all power connections are secure.

Problem: Handset does not ring.

Solution: Check that the ringer volume is not turned all the way down. Push the volume control **+** button to increase the ringer level. If the handset does not ring while in the charger, check the setting of the Silent Charging feature by following the procedure in Disabling Ringing while Charging on page 21 to make sure Silent Charging is turned off.

Problem: Handset Displays “Deregistered.”

Solution: Your handset has become deregistered. Contact your system administrator to have your handset re-registered.

Note

The re-register function in the Settings Menu under the Connection menu item will not work unless your administrator enables registration.

Problem: Handset displays “Searching.”

Solution: The handset is out of range of coverage or a component in the infrastructure has failed. For the latter, contact your system administrator.

Viewing Phone Information

To view information about your phone, such as IP address, subnet mask, version, and MAC address, follow these steps:

1. With the phone on hook, press the **Mute** button.
2. Dial **I-N-F-O** (4636) on the keypad and then press #.

Note

Viewing phone information as described in this topic should be done only at the direction of your system administrator.

The following information is displayed and can be scrolled through by pressing #:

- Base IP Address (DHCP or Static)
- Subnet Mask
- Gateway
- Handset IP Address
- Link Speed
- FTP Server
- Media Gateway Controller (MGC) Server
- SNTP Server
- 802.1Q Tagging and VLAN ID
- Application File Name
- Boot File Name
- MAC Config File
- MAC Config File Date
- Config File Date
- Country
- Language
- App Version
- Boot Version
- Handset App Version
- Base Model Number
- Handset Model Number
- Base MAC address
- Handset IPUI
- Base Hardware Version
- Handset Hardware Version
- 802.1x Enable
- LLDP Enable

Status Information

Additional status information is available by following these steps:

1. Press and hold the **Menu** button for 3 seconds to display the Settings menu.
2. Use the 4-way controller to highlight the **Status** menu item and push the center button of the 4-way controller to display this information:

- Base Station
  - SW Version
  - HW Version
  - IP Address
  - MAC Address
- Handset
  - SW Version
  - HW Version
  - DECT Band
  - Battery Level
  - IPUI

Quick Reference of IP930D Shortcuts

Task	Enter this code
Park a call	*11 followed by the extension
Unpark a call	*12 followed by the extension
Pick up a remote extension	*13 followed by the extension
Pick up a night bell	*14 followed by the extension
Use the intercom	*15 followed by the extension
Barge in	*16 followed by the extension
Silent monitor	*17 followed by the extension
Toggle hunt group status	*18 followed by the extension
Whisper page	*19 followed by the extension
Change the call handling mode and forwarding	Menu button, 2 (Voicemail), password, #72
Change extension Assignment	Menu button, 2 (Voicemail), password, #731
Unassign extension assignment	Menu button, 2 (Voicemail), password, # 732
Assign extension to external number	Menu button, 2 (Voicemail), password, # 733
Transfer a call (if OfficeAnywhere feature is configured)	**, destination, ##
Conference a call (if OfficeAnywhere feature is configured)	**, destination, **
Hold a call (if OfficeAnywhere feature is configured)	**
Hang up (if OfficeAnywhere feature is configured)	##

CHAPTER

5

Important Information

This chapter contains these topics:

- Battery and AC Adapter on page 57
- Radio Frequency (RF) Exposure Information on page 58

Battery and AC Adapter

- Use only the supplied AC adapter and battery. Be sure to use the proper adapter for the charging stand.
- Do not place the power cord where it creates a trip hazard or where it could become chafed and create a fire or electrical hazard.
- Do not connect the AC adapter to an outlet controlled by a wall switch.
- Do not place the charging stand in direct sunlight or subject it to high temperatures.
- Fully charged, the battery should provide about 12 hours of talk time and about five days of standby time. For best results, return the handset to the charger after each call to keep it fully charged.
- When the battery gets too low, the handset shows a low battery alert.

- If you hear a beep during a call, check the display: if you see the low battery alert , finish your conversation as quickly as possible and return the handset to the charger.
- With normal use, the battery should last about one year. Replace the battery when the talk time becomes short even when the battery is charged.

Rechargeable Battery Information

WARNING!

There is a risk of explosion if the battery is replaced by the incorrect type. Do not open or mutilate the battery. Disconnect the battery before shipping this product.

- This equipment contains a rechargeable Lithium-Ion (Li-Ion) battery.
- The battery is not user-serviceable. Do not attempt to open the battery cell. In case of exposure to the cell contents, wash the affected area thoroughly and seek medical attention.
- Do not expose the battery to temperatures in excess of 140º F (60ºC).
- Do not short-circuit the battery.
- Exercise care when handling the battery around conducting materials such as rings, bracelets, and buttons: conducting materials can short the battery, and the battery or conductor can overheat and cause burns.
- When charging this equipment only use the charger designed to charge the battery. Using any other charger may damage the product or cause the battery pack to explode.
- Before placing the handset in the charger, make sure the battery is installed and the battery cover is securely in place.
- Do not place the batteries in your regular trash. All batteries must be recycled or disposed of in an environmentally sound manner. Contact your local waste management officials for information and regulations on the proper collection, recycling, and disposal of batteries.

Rechargeable batteries must be recycled or disposed of properly.

Radio Frequency (RF) Exposure Information

This product complies with FCC radiation exposure limits under the following conditions:

- The IP930D bases must be positioned in such a way as to allow a minimum of 20 cm (8 inches) between the antenna and all persons during normal operation.
- IP930D bases must not be co-located or operated in conjunction with any other antenna or transmitter.

- The IP930D handset is designed for body-worn operation and meets FCC RF exposure guidelines when used with any belt clip, carrying case, or other accessory supplied with this product.
- All necessary accessories are included in the package; any additional or optional accessories are not required for compliance with the guidelines.
- Third party accessories (unless approved by the manufacturer) should be avoided, as these might not comply with FCC RF exposure guidelines.